

Preservation Services Available Through FEDLINK

If your library or information center has valuable, rare, or frequently used items in need of repair or reformatting, FEDLINK's newest service can help you preserve your library and archival materials. After posting a formal "Preservation Services Request for Proposal" (RFP) on December 31, 2003, through the General Services Administration (GSA's) FedBizOpps Web site, (you can view the RFP at <http://www2.eps.gov/servlet/Solicitation/R/LOC/CS/FEDLINKCS/RFPS-LC04017>), FEDLINK is making multiple awards for a basic ordering agreement for these services.

Prevent Loss of Information Content

The preservation services provide options for FEDLINK members who do not have in-house expertise or facilities to address the preservation needs of their collections. The Library of Congress defines preservation as all of the activities that minimize chemical and physical deterioration and damage and that prevent loss of informational content. The primary goal of preservation is to prolong the existence of library and archival material for use, either in their original physical form or in other

ways. It has broader implications than "conservation" (which is included in preservation activities), and encompasses binding, reformatting, rehousing, physical support, cleaning, environmental stabilization and related technical and facility issues that work together to provide for longevity of an institution's collections. (For more information and preservation details, see "Web Citings" on page 8.)

Vendors Offer a Variety of Services

The FEDLINK Preservation Services BOA includes all major

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FEDLINK to Absorb Customers' Costs in RoweCom Default

FEDLINK filed a \$3.5 million claim in the bankruptcy proceeding and expects about \$3 million will be satisfied by the delivery of subscriptions by RoweCom or by publishers. Of the remaining amount, estimated to be about \$500,000, FEDLINK will bear the loss and use its administrative reserve to cover the deficit.

FEDLINK Responds in 2002

Faxon/RoweCom, one of four serials agents with FEDLINK basic ordering agreements (BOAs), filed for bankruptcy under Chapter 11 on January 27, 2003. As early as December 2002 when FEDLINK became

aware of the situation, FEDLINK staff began working with its Faxon transfer pay customers to place their serials orders through an alternative agent and worked closely with customers and the latest reports from Faxon to establish the exact amount of prepaid orders not placed and/or paid with publishers before the bankruptcy.

With the Library of Congress General Counsel's Office, FEDLINK submitted a report in February 2003 to the Department of Justice estimating the level of FEDLINK's creditor status with the bankrupt Faxon/RoweCom at approximately \$4.2

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facets of preservation (except large scale digitization) and is divided into categories:

Conservation

Conservation includes the description, examination, documentation, and treatment of important artifacts as well as the stabilization, strengthening, restoration, or housing of materials in specialized ways aimed at sustaining survival of the objects as long as possible in their original form. In the FEDLINK context, there are two conservation specifications: for books, bound documents, and other material found within these items such as maps, photographs, and illustrations; and for flat and other unbound objects such as manuscripts, architectural drawings, photographs, maps, wallpaper, globes, and other documents. Conservation treatments may also be performed on works of art on flat paper, vellum and other similar materials. (Sculpture, paintings, and other works of art are excluded.) For either specification, vendors may also supply protective enclosures to store and protect fragile books and other objects or artifacts.

Preservation Photocopying/Scanning of Books

In this category, vendors produce preservation facsimile copies of books, that is, monographs and volumes from serials, series, or multi-volume monographs. Vendors may also supply ancillary services such as cataloging, labeling, and creating digital files.

Preservation Microfilming

Under this category, vendors reformat library and archival materials onto preservation quality film. Any type of library material may be reformatted this way—books, volumes from serials, manuscripts, works of art on paper, and other documents such as scrapbooks. Vendors may also supply ancillary services such as cataloging, labeling, and creating digital files.

Preservation Duplication of Photographs and Negatives

With this service, vendors create preservation quality copies of photographs and photographic negatives on stable material. (Motion picture film and filmstrips are excluded.)

Preservation Training and Consultation

Workshops and seminars are available on preservation and conservation topics including technician training. Vendors also offer consultations and assessments on general preservation needs, collections, and/or individual objects.

Other Services, Processes, or Technology

Vendors may also offer other preservation related services, processes, or technologies not specifically

mentioned above. Contact the individual vendors for more information.

FLICC Working Group Makes It Happen

FEDLINK staff relied heavily on the FLICC Preservation and Binding Working Group members to develop this new FEDLINK service. Led by its co-chairs Susan Frampton (Smithsonian Institution) and Robert E. Schnare (Naval War College), current and former working group members Carolyn Bazarneck (Justice), Stephanie Bianchi (National Science Foundation), Dan Clemmer (State), Barbara Corbin (Naval Observatory), Vicky Crone (Air Force History Support Office), Dolores Fairbanks (State), Jay Farris (U.S. Attorney's Office), Joanne Graham (Energy), Werner Haun (Library of Congress), Jean Hort (Navy), Ann Juneau (Smithsonian Institution), Daniel Lech (National Agricultural Library), Susan Lemke (National Defense University), Dick Myers (National Archives and Records Administration) and David Nathanson (National Park Service) contributed their expertise to compile specifications, draft the statement of work, and review the final RFP.

Individual Assistance Available

Anne Harrison, FEDLINK liaison to the working group, will be happy to discuss ways you may use the BOA to preserve your library's valuable collections. Please contact her by phone on (202) 707-4834, or by email to anha@loc.gov. ■

Editorial Staff

FEDLINK Technical Notes is published by the Federal Library and Information Center Committee. Send suggestions of areas for FLICC attention or for inclusion in *FEDLINK Technical Notes* to:

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FLICC was established in 1965 (as the Federal Library Committee) by the Library of Congress and the Bureau of the Budget for the purpose of concentrating the intellectual resources of the federal library and related information community. FLICC's mission is to foster excellence in federal library and information services through interagency cooperation and to provide guidance and direction for the Federal Library and Information Network (FEDLINK).

Not only will those customers affected by the bankruptcy benefit from FEDLINK's absorbing the loss, current and future customers will also be protected by new procedures at the FEDLINK program level.

million, but was able to reduce the loss by \$3 million due to publishers' "gracing" libraries for their subscriptions. Under a motion submitted to the court, many publishers chose to pick up the cost of continuing subscriptions for libraries, thereby assuming libraries' creditor status in the bankruptcy. Purchase of the Faxon/RoweCom assets by another FEDLINK serials agent, EBSCO, provided a responsible agent to facilitate this "gracing."

By July 2003, LC submitted an adjusted claim of \$536,520.07 to the court. Of this FEDLINK libraries claimed \$482,098.80, for their losses. Last August, LC's Office of General Counsel requested a decision from the General Accounting Office (GAO), regarding the issue of liability for federal agency funds lost in the Faxon/RoweCom bankruptcy. The request posed "whether the revolving fund or the specific agencies on whose behalf the Library had placed orders with the defaulting contractor should bear the cost of the losses associated with the default."

GAO Responds

On January 30, 2004, GAO issued its decision, which can be viewed at <http://www.gao.gov/decisions/appro/301714.htm>. In the decision, GAO determined that the "loss resulting from RoweCom's bankruptcy is related to the operation of the FEDLINK program, and is an appropriate expense of the revolving fund. The history of revolving funds in the federal government and the legislative history of the statute creating the FEDLINK fund reveal a clear intent for FEDLINK to operate similar to private enterprise. In the private sector, losses associated with a defaulting contractor are legitimate business costs of the enterprise, not costs to individual customers. The revolving fund, rather than the subscribing agency customers, should bear the loss associated with RoweCom's default, and the Library should utilize FEDLINK's administrative reserve to cover this deficit. If the Library wishes to allocate the costs differently in the future, it should add a clause dealing with contractor defaults to the interagency agreements."

Thus, the FEDLINK revolving fund, rather than the subscribing agency customers, will bear the financial loss associated with Faxon/RoweCom. FEDLINK plans to use its administrative reserve to cover this deficit and will also

seek guidance from the FEDLINK Advisory Council regarding future impact on the program.

Customers See Past and Future Benefits

Not only will those customers affected by the bankruptcy benefit from FEDLINK's absorbing the loss, current and future customers will also be protected by new procedures at the FEDLINK program level. Although most of these efforts are related to in-house functions, FEDLINK customers will be contacted periodically to ensure that serials agents are consistently placing orders with publishers before invoicing.

For more information on the decision or serials contracts, please contact Georgette Harris at gharris@loc.gov or 202-707-4850. ■

Join the Federal Librarians Discussion (FEDLIB) Listserv

Trying to keep up on the latest initiatives, opportunities, and challenges for federal libraries and information centers can be overwhelming! Join FLICC's FEDLIB listserv and you can keep track of:

- federal library management,
- the latest issues and policy concerns,
- FEDLINK program updates,
- personnel and training opportunities,
- federal job offers and much more!

Post your own messages when you want feedback from your colleagues or have news to share with the federal library community.

It is easy to subscribe with these easy steps:

1. Send an email message to: LISTSERV@LOC.GOV
2. In the Subject of the message enter: SUBSCRIBE FEDLIB
3. In the text of message enter: SUBSCRIBE FEDLIB FIRSTNAME LASTNAME (Please use your real first and last names.)
4. Send your email!

You will receive a welcome message asking you to confirm your subscription within minutes of subscribing. Be sure to respond to this message in 24 hours to start your FEDLIB subscription!

OCLC Opens WorldCat Pilot Project

In June 2003, OCLC began a project called the Open WorldCat. Its pilot project uses information from WorldCat to test new ways of making libraries' collections more visible and accessible on the Web to current and potential library users.

In the fall of 2003, OCLC made a subset of WorldCat records available for indexing by the public via Google.com. From these records, users can now link to library ownership information for about 12,000 academic public, school, and federal libraries. Users can also find WorldCat libraries that own items of interest found on bookseller and bibliography sites on the Web, such as Abebooks, Alibris, HCI Bibliography, Antiquarian Booksellers Association of America, and BookPage, and Web services such as Netscape and America Online.

For the pilot project, OCLC also made a subset of approximately two million abbreviated records from WorldCat available to Google. The subset is made up of WorldCat records with 100 or more library holdings. The records began appearing in Google results in December 2003. The records are labeled "Find in a library" and include links to the interface where users can determine what libraries own the item. Users can link to Web-based catalogs and sites of these libraries. With the Open WorldCat pilot, an information seeker who starts a search using Google could end up finding the items needed in a nearby library.

To find WorldCat records on Google, try entering an ISBN (without dashes or spaces) or other search term plus the phrase, "*find in a library*" or a search term followed by *worldcat libraries*.

Fast Open WorldCat facts and figures:

- Google harvested and indexed a subset of approximately 2 million records from WorldCat, not the entire database.
- The subset includes records for items most widely owned by libraries that have contributed to WorldCat, i.e., records with 100 or more library holdings.
- From Google search results and other Web sites, users will be able to enter a zip or other postal code, state or province to find libraries in that area that own the item. Outside the U.S. and Canada, users will be able to enter a country name.
- Users will see links to each library's Web site for

service information, to its Web-based catalog, and to a map, if available. OCLC has gathered these links on behalf of many of its member libraries. Libraries may add or change their links using the form available on the pilot Web site at <http://www.oclc.org/worldcat/pilot>.

- Academic, public and school libraries that have contributed holdings to WorldCat were automatically included in the pilot. OCLC invites any library to participate if they are interested.
- Libraries may update their information, add themselves to the pilot program, choose not to participate, and send comments by visiting the OCLC Open WorldCat Web site at <http://www.oclc.org/worldcat/pilot/> and clicking on the links under "User Resources."
- There is no charge to libraries who participate in the pilot.
- OCLC will provide statistics of pilot activity for each participating library to measure local impact.

OCLC will be listening closely to libraries and their users during the pilot, which runs through June 2004, and will refine the service based on their feedback. After the pilot project ends, OCLC will decide whether to proceed with implementation of an ongoing service.

Send email to Lynn McDonald (lmcd@loc.gov) or Anne Harrison (anha@loc.gov) at FEDLINK for more information about the Open WorldCat pilot.

OCLC Releases Environmental Scan Results

Now available are the results of OCLC's 2003 *OCLC Environmental Scan: Pattern Recognition* report that identifies and describes the issues and trends affecting OCLC and the broader information

Questions:
Call a FEDLINK OCLC Information Specialist at (202) 707-4848
or email us at
askocfno@loc.gov
Reminder:
OCLC is on the World Wide Web at
<http://www.oclc.org>

community. The report was produced for OCLC's worldwide membership to examine the significant issues and trends influencing OCLC, libraries, museums, archives and other allied organizations, both now and in the future. The scan provides a high-level view of the information landscape, intended both to inform and stimulate discussion about future strategic directions.

Cathy De Rosa, OCLC's Vice President of Corporate Marketing, will be the guest speaker at the Spring FEDLINK Membership Meeting on May 4 and will lead participants through the social, political, economic and technological spheres in which the community operates to inform and stimulate discussion about future strategic directions for the profession.

OCLC staff conducted interviews with 100 librarians, vendors, archivists and other people operating in the information world. OCLC staff also conducted focus groups with senior citizens, teachers and high school students. Much of the research for the report was done without using traditional, library-based, abstracting and indexing services, except to verify bibliographic data.

The report represents the synthesis of a great deal of information. To keep this report to a manageable, readable length, trend information is presented in two main ways. The narrative follows the same structure throughout the five "Landscape" sections: major trends are identified and then discussed. Charts, graphs and illustrations have been used throughout as a way to present information that might otherwise take many words to communicate. And, finally, readers will see patterns emerge among the trends, viewed through the lens of each of the landscapes.

To download or see a Web version of the report, point your browser to <http://www.oclc.org/membership/escan/default.htm>.

Resource Sharing/Interlibrary Loan Update

The next generation of resource sharing will

Please Note:
Subscribe to OCLCFED,
the FEDLINK OCLC listserv:
Send message
subscribe oclcfed yourfirstname
yourlastname
to listserv@loc.gov
and confirm within 48 hours.

integrate the Interlibrary Loan (ILL) platform into the FirstSearch platform. The FirstSearch "Staff View" (introduced August 2003) provides additional features not currently found in OCLC ILL and allows for more robust processing of ILL requests.

OCLC enhanced the new staff view function to save library staff time and help users obtain items more quickly with an improved, streamlined workflow. Library staff can search for materials in FirstSearch and complete borrowing functions for ILL from within the FirstSearch interface.

The new functionality includes

- additional borrowing capabilities
- a link to the ILL Policies Directory
- multiple constant data records.

In the FirstSearch administrative module, the following ILL features can be edited:

- direct request profiles
- constant data records
- custom holdings (use of custom holdings displays when using the staff view will not be available until later in 2004).

For more information about these enhancements, point your browser to http://www.oclc.org/info/ill/0404_update.htm. Additional information on ILL integration can be found at: <http://www.oclc.org/ill/firstsearchfaq/default.htm> or by joining the OCLC-SHARING-L broadcast-only listserv at <https://www3.oclc.org/app/listserv>.

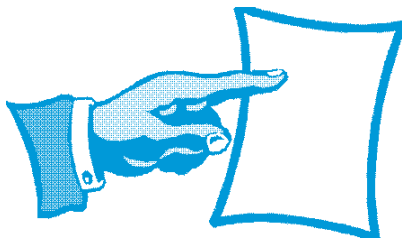
ResearchWorks Web Site Debuts

OCLC Research's new ResearchWorks Web site features demos, prototypes and other interactive items that showcase the current work of OCLC researchers.

Visitors to ResearchWorks can explore the site, following their interest from one demo to another, and then comment on and discuss the demonstrations with others. The purpose of the new site is to display the new ideas under development on the "workbenches" of OCLC research staff. The ideas may give librarians examples that they can then develop or incorporate into their local systems.

ResearchWorks features works in progress rather than full services or even polished prototypes. There are links to background information, a discussion form, and a form to send a message directly to the researcher involved with each project.

OCLC ResearchWorks is located at: <http://www.oclc.org/research/researchworks>. ■



This Just In...

Gale to Provide COUNTER-Compliant Usage Reports

Gale, a FEDLINK vendor and a part of the Thomson Corporation, is now an official voting member of Counting Online Usage of NeTworked Electronic Resources (COUNTER) and has been added to the Register of Vendors providing COUNTER-compliant usage reports.

Launched in March 2002, COUNTER is an international initiative designed to serve librarians, publishers and intermediaries by facilitating the recording and exchange of online usage statistics. In December 2002, COUNTER released a *Code of Practice* (available online at

http://www.projectcounter.org/code_practice.html) that provides, *inter alia*, guidance on data elements to be measured, definitions of these data elements, usage

report content and formats, as well as guidance on data processing.

Gale reports that it already supplies 98 percent of the statistical usage data required for compliance with Level 1 COUNTER reports and planned to incorporate

the remaining data in the COUNTER format before 2003 ended.

For more information, visit Gale online at <http://www.gale.com/>.



FLICC Offers Two American Management Association Leadership Series Programs

Join your colleagues for one or both of these excellent American Management Association (AMA) programs and save thousands of dollars!

Mastering Organizational Politics, Influence and Alliances

May 26, 2004—Thursday, May 27, 2004

Are skills mastery and years-under-your-belt really enough to succeed in today's organization? What really drives a high-performance management career? It's more than management skills—it's a 360-degree management mindset that enables you to understand and control all the forces that shape your career and to get what you need for and from your team. This seminar presents a sophisticated approach to managing that reveals hidden truths about management success today.

FLICC Price: \$450 – A savings of \$1445 off the regular AMA price!

5-Day MBA Program

August 16, 2004—Friday, August 20, 2004

In a working climate that demands excellence every time out, you need the variety of skills that lead to outstanding performance in every aspect of your job. This accelerated week-long course distills the core curriculum covered in most university-level graduate business programs. Customized for federal participants, this accelerated learning experience will give you the tools to link, align and integrate the components of your performance plan into a successful business-based system for your agency.

FLICC Price: \$895 – A savings of \$2100 off the regular AMA price!

To learn more about these programs or to register, point your browser to our list of meeting announcements at <http://www.loc.gov/flicc/ma/malist.html>. ■

- 4 FINDING IT: INTRODUCTION TO RESEARCH ON THE WORLD WIDE WEB¹**
9:00AM - 4:00PM
FEDLINK TRAINING ROOM²
\$125—PREREQUISITE REQUIRED⁴
- 4 FEDLINK SPRING MEMBERSHIP MEETING**
9:00AM - 12:30PM
LIBRARY OF CONGRESS—MUMFORD ROOM
FREE—REGISTRATION REQUIRED

FLICC/FEDLINK CALENDAR KEY

- ¹ **FEDLINK TRAINING CLASS:** REGISTRATION IS MANDATORY. CALL (202) 707-4848.
- ² **THE FEDLINK TRAINING ROOM** IS LOCATED AT THE LIBRARY OF CONGRESS, ADAMS BLDG., ROOM 216, 2ND ST. AND INDEPENDENCE AVE. SE, WASHINGTON, D.C.
- ³ **FLICC EDUCATIONAL PROGRAM:** REGISTRATION IS MANDATORY. CALL (202) 707-4800, UNLESS INSTRUCTED OTHERWISE IN THE CALENDAR LISTING.
- ⁴ **PREREQUISITES FOLLOW:**
- **COPY CATALOGING ON OCLC**—PREREQUISITE: INTRODUCTION TO SEARCHING OCLC.
 - **FINDING IT: INTRODUCTION TO RESEARCH ON THE WORLD WIDE WEB**—PREREQUISITE: EXPERIENCE USING THE WORLD WIDE WEB.
 - **WEB INTERFACE TO THE OCLC ILL SUBSYSTEM**—PREREQUISITE: INTRODUCTION TO SEARCHING OCLC.
- ⁵ **NO PRINT NOTICE WILL BE ISSUED.**

FOR INFORMATION ON COURSES NOT APPEARING IN THIS EDITION OF THE CALENDAR, VISIT THE FLICC/FEDLINK WEB SITE AT [HTTP://WWW.LOC.GOV/FLICC](http://www.loc.gov/flicc).

REQUEST ADA ACCOMMODATIONS FIVE BUSINESS DAYS IN ADVANCE AT (202) 707-6362 TTY OR ACA@LOC.GOV.

Reminder: Cancellations for FLICC Educational Programs must be called into the FLICC office at (202-707-4800) 48 hours prior to the start of an educational program or the full fee will be charged.

- 5 FEDLINK SPRING OCLC USERS GROUP MEETING**
9:00AM - 12:00NOON
LIBRARY OF CONGRESS—MUMFORD ROOM
FREE—REGISTRATION REQUIRED
- 5 OCLC QUESTIONPOINT USER GROUP MEETING FOR DC AREA LIBRARIES⁵**
1:30PM - 3:30PM
LIBRARY OF CONGRESS—MUMFORD ROOM
FREE—REGISTRATION REQUIRED
- 6 FEDLINK VENDOR BRIEFING:⁵ REIS.com**
9:30AM - 11:30AM OR 1:30PM - 3:30PM
FEDLINK TRAINING ROOM²
FREE—REGISTRATION REQUIRED
- 11 INTRODUCTION TO SEARCHING OCLC¹**
9:00AM - 4:00PM
FEDLINK TRAINING ROOM²
\$125—REGISTRATION REQUIRED
- 12 WEB INTERFACE TO THE OCLC ILL SUBSYSTEM¹**
9:00AM - 4:00PM
FEDLINK TRAINING ROOM²
\$125—PREREQUISITE REQUIRED⁴
- 13 COPY CATALOGING ON OCLC¹**
9:00AM - 4:30PM
FEDLINK TRAINING ROOM²
\$125—PREREQUISITE REQUIRED⁴
- 18 2004 JOINT SPRING WORKSHOP USA PATRIOT ACT: WHAT IT MEANS FOR YOUR LIBRARY, WHAT IT MEANS FOR YOU³**
9:00AM - 3:15PM
LIBRARY OF CONGRESS—MUMFORD ROOM
\$40—FEDERAL LIBRARIANS
REGISTRATION REQUIRED—FLICC CANNOT BILL THIS EVENT TO FT ACCOUNTS
- 20 QUESTIONPOINT DEMONSTRATION¹**
9:30AM - 12:00PM
FEDLINK TRAINING ROOM²
FREE—REGISTRATION REQUIRED
- 26-27 FLICC/AMA MANAGEMENT ASSOCIATION LEADERSHIP SERIES MASTERING ORGANIZATIONAL POLITICS, INFLUENCE AND ALLIANCES³**
9:00AM - 4:00PM
LIBRARY OF CONGRESS—WEST DINING ROOM
\$450—REGISTRATION REQUIRED



Web Citings

Preservation Resources— From Planning to Action

Both FLICC and the Library of Congress Web pages offer preservation and binding information on topics ranging from protecting the entire collection to the repair of one volume.

For the latest in library and information center resources, visit the FLICC Preservation and Binding Working Group's Web page at <http://www.loc.gov/flicc/wgpreservation.html>. Their links include statements of work for contracts, disaster preparedness and recovery, and selected links to other preservation organizations and materials.

The Library of Congress also offers a host of preservation resources for individuals and larger collections at <http://www.loc.gov/preserve/>. Beyond the basics, their newest features include

- chat with preservation staff
- paper strengthening pilot program report
- care, handling and storage of photographs
- topics in preservation science lecture series

If you are interested in contributing resources or time to the Preservation and Binding Working Group, or have any questions, please contact Anne Harrison (anha@loc.gov), the working group's liaison, for more information! ■

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